



# Residential Customer On-Site Safety Standard Operating Procedures

## PURPOSE

- To ensure the safety of all visitors and Resource Recovery staff by clearly communicating the required safety practices when visiting.
- To document the Corporation's standard operating procedures for Residential Customer On-Site Safety.

## SCOPE

- This standard operating procedure applies to all residential customers reporting to Resource Recovery, including:
  - Small Vehicle Transfer Station
  - Residential Recycling Area

## RESPONSIBILITIES

- All residential customers must adhere strictly to the safety standard operating procedures outlined in this document to protect themselves, Resource Recovery personnel, and the environment.
- Resource Recovery is committed to integrating effective safety practices into every aspect of our daily operation.
- The staff is consistently striving to operate in the most effective and efficient manner. This may result in changes to the current operation. Full attention and adherence to all Resource Recovery signage and staff directives is essential to ensuring the safety of all visitors and Resource Recovery staff.

## SAFETY REQUIREMENTS

### PERSONAL PROTECTIVE EQUIPMENT

- All residential customers must wear:
  - High-visibility garment, such as a vest, jacket, or long-sleeved shirt.
    - A high-visibility vest can be purchased at the scale house
  - Closed-toe shoes are mandatory, and puncture-resistant boots are strongly recommended.
  - Eye protection is recommended where heavy equipment or dust is present.

### PROHIBITED BEHAVIORS

- The following are strictly prohibited:
  - Cell phone use when operating any vehicle or equipment.
  - Smoking/vaping anywhere on-site
  - Scavenging
  - Disposing of out-of-state waste

### TRAVELING WITHIN FACILITY

- When visiting Resource Recovery, all residential customers must:
  - Maintain a speed limit of 15 MPH.
  - Yield to heavy equipment operations and Resource Recovery personnel.
  - Refrain from unauthorized travel on site.
  - Comply with all posted signage and Resource Recovery staff instructions.
  - Exercise caution and remain alert and aware of surroundings.

- Remain with your vehicle at all times.
- Ensure children and pets remain inside your vehicle at all times.
- Keep loads securely covered until reaching the unloading destination.
- Immediately report any accident or safety incident to the nearest Resource Recovery staff member.
- Comply with Federal Motor Carrier Safety Administration (FMCSA) and Rhode Island State regulations.

## PROCEDURES

### FACILITY ENTRANCES

- The entrance at 3 Shun Pike serves the Small Vehicle Transfer Station and Residential Recycling Area.
  - This entrance is used by residential and small commercial customers who are dropping off recyclables or disposing of acceptable solid waste typically generated by individuals or households.
  - For a full list of accepted materials, associated fees, and any disposal limitations, visit our website at [www.rirrc.org](http://www.rirrc.org).
- The entrance at 65 Shun Pike serves the Central Landfill, Materials Recycling Facility and Leaf and Yard Waste Operation.
  - This entrance is used by large commercial and municipal solid waste and recycling vehicles, as well as those bringing leaf and yard waste.
  - For more information about this entrance, please see our Commercial Customer Safety Video and Commercial Customer Safety Standard Operating Procedures.

### FACILITY ENTRY PROCEDURES

- Upon arrival:
  - Stop at the residential Small Vehicle Transfer Station scale house.
  - A Resource Recovery staff member will:
    - Confirm you are wearing a high-visibility garment.
    - Provide further instructions and answer any questions.
    - Weigh your vehicle to determine the appropriate disposal fee.

### FACILITY-SPECIFIC UNLOADING GUIDELINES

#### 1. Small Vehicle Transfer Station

- Residential and small commercial vehicles unload solid waste at the small vehicle transfer station.
- Unloading Guidelines:
  - Pull up to the attendant booth where a traffic attendant will confirm you are wearing the required safety garments and instruct you when it's safe to enter.
  - All customers are responsible for the safe operation of their vehicles, including:
    - Maintaining a safe distance from other vehicles.
    - Unloading in a safe and controlled manner to prevent accidents and vehicle damage.
    - Never approaching equipment operators.
    - Directing any questions or concerns to Resource Recovery staff.
  - Carefully back your vehicle into the designated available slot.
  - Never remove your high visibility garment while unloading.

- Stay alert at all times, follow posted signage, and adhere to Resource Recovery procedures.
- Once unloading is complete, a traffic attendant will direct you to proceed slowly and carefully toward the exit lane of the scale house.

## **2. Residential Recycling Area**

- Residential and small commercial vehicles utilize the residential recycling self-service area for recycling special and bulky items.
- Unloading Guidelines:
  - All customers are responsible for the safe operation of their vehicle, including:
    - Maintaining a safe distance from other vehicles.
    - Unloading in a safe and controlled manner to prevent accidents and vehicle damage.
    - Never approaching equipment operators.
    - Directing any questions or concerns to Resource Recovery staff.
  - Never remove your high visibility garment while unloading.
  - Stay alert at all times, follow posted signage, and adhere to Resource Recovery procedures.
  - Once unloading is complete, proceed slowly and carefully toward the exit lane of the scale house.

## **3. Exiting Procedures**

- Residential and small commercial customers must return to the small vehicle transfer station scale house for final weigh-out to complete the transaction.

## **4. Emergency Procedures:**

- If a vehicle becomes disabled, notify Resource Recovery staff at 401-942-1430 and remain in the vehicle.
- In the event of a fire, evacuate immediately and notify proper authorities.
- For emergencies, dial 911 and report the address as 3 Shun Pike, Johnston, RI.

## **5. Inclement Weather Protocol**

- During adverse weather conditions, Resource Recovery staff may advise customers to remain in their vehicle until conditions improve.

## **COMPLIANCE**

- Non-compliance with Resource Recovery’s standard operating procedures may result in removal from the site and/or denial of future access.
- Be advised that vehicles are subject to random load inspections. Cooperate fully to prevent delays.
- Do not dispose of hazardous waste, propane tanks, or lithium-ion batteries in general waste. Use designated collection areas.
- Resource Recovery has safety personnel on-site to reinforce safety standard operating procedures.
- Resource Recovery reserves the right to update or revise these procedures at any time.

## **RELATED INFORMATION**

- The following information complements and supplements this document. The information is intended to help explain this procedure:
  - [www.rirrc.org](http://www.rirrc.org)

## **OWNER AND CONTACT(S)**

- Subject Matter Contact(s):
  - Director of Human Resources and Safety

## **HISTORY**

- Approved by:
  - Executive Director
- Revision history:
  - 04/01/2026